

Google Workspace

Administrative User Guide



Google Cloud
Partner

Whogohost

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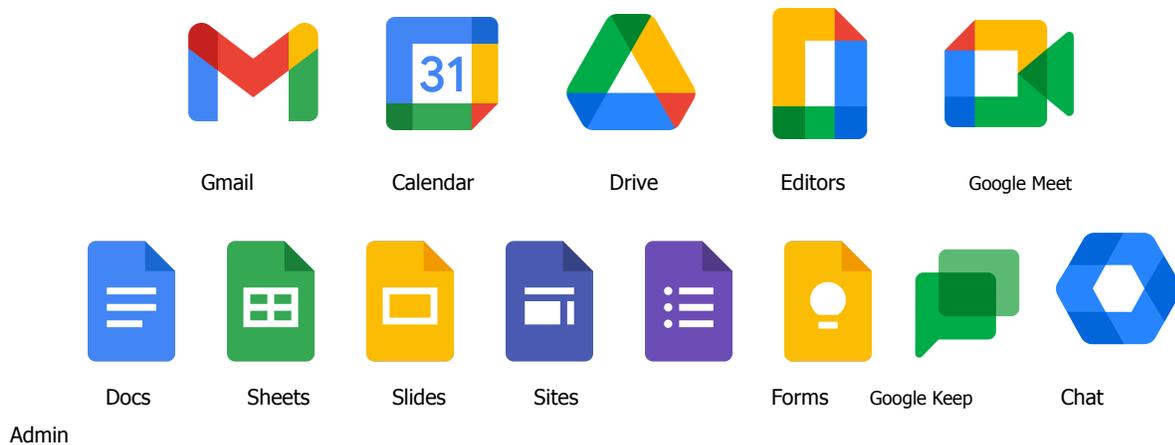
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Overview

Google Workspace is a package of cloud-based services that can provide your organization with a whole new way to work together online—not just using email and chat, but over video conferences, social media, real-time document collaborations, and more.

Once you can show that you own the domain, you and your team can begin using Gmail, Calendar, Drive, Meet, Chat and other core Google Workspace services, as well as additional services like Currents, Sites, Blogger, Maps, Youtube and more.

Every plan includes



As an administrator of your Google Workspace account, you'll enjoy a new way of managing your users' services from the cloud. This can be as simple as adding users to your account, activating their email, and letting them start using services. But Google Workspace gives you additional controls over your users' data and security that we recommend you take advantage of.

Here are some basic steps to get you started with managing Google Workspace for your organization.

Get Started

Sign in to your Admin console

The Admin console is where administrators for a domain manage Google services for people in an organization. The Admin console is only available when you're signed in to an administrator account. If you don't have access to an administrator account, get help from someone else who does.

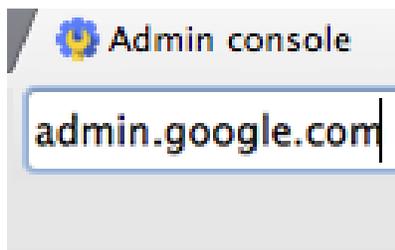
Your administrator user was created when you registered for Google Workspace.

IMPORTANT: Only a user with Administrator privileges can access the Admin console. As the domain administrator, you can grant additional administrator privileges and access via the Admin console to any of your users.

You can access the Google Admin Console using these 3 ways to manage users, groups, devices, and services.

Direct URL

If you have access to an administrator account, you can sign in to the Google Admin console via admin.google.com or accounts.google.com in your browser using the admin email address and password.



If you are already using a user account which is not an administrator account, you will not need to sign out completely from it and then sign in to the administrator account. All you need to do is to sign in via

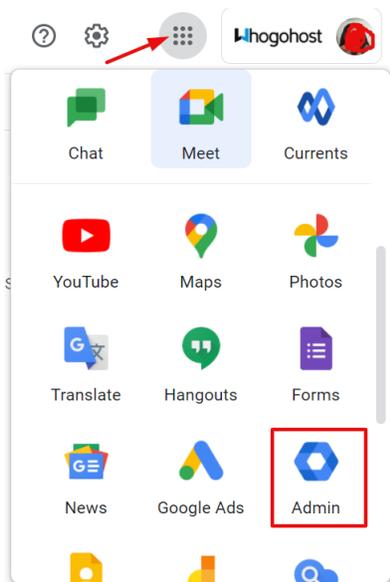
1. switching accounts if you had previously signed in on the same device and did not log out. (Note: If you see a list of Google accounts on the sign-in page, be sure to choose the administrator account)
2. Adding another account if your administrator account is not listed or you have signed out previously on the device

Note: Going to admin.google.com is the standard way to sign in to the Admin console.

Apps Launcher

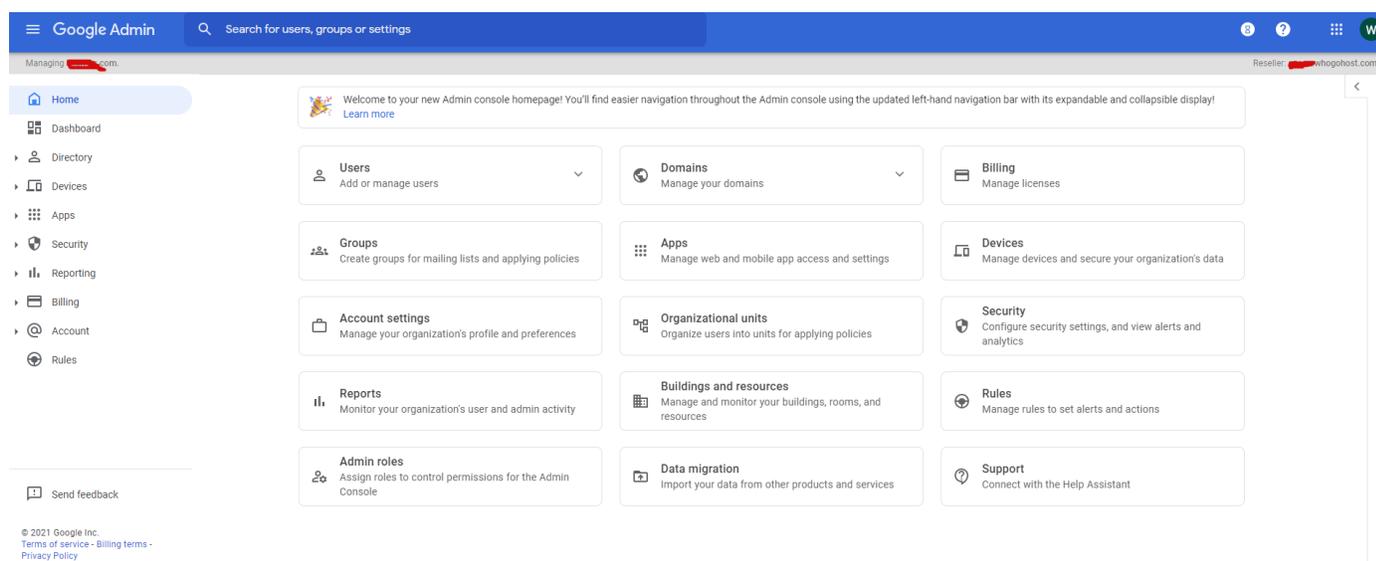
Alternatively, you can log in via the Apps Launcher grid  (it looks like 9 little squares in a grid) at the top of the page within your Google Account if you happen to be logged in already.

Click the Admin icon  (it looks like a small blue gear) to open the Admin console. You may have to click "more" to find this icon.



Note: You can drag and drop the Admin icon to the top of the icon grid to make access even easier.

Once you have successfully logged in to the admin console, you will be able to view the admin console Homepage as shown in the image below.



At the top-right of the Admin console dashboard, you can click on Admin Console Setup to startup the Google Workspace Setup wizard to help your organization get started with Google Workspace and guide you through the steps for activating your new services. (This is a complementary service offered to you by whogohost)

Mobile App

Lastly, Google workspace admins can login to manage users, groups, devices and get notifications via their [Android](#) or [iOS](#) device to perform essential tasks i.e review account & admin activities using the Google Admin App.

A Google Account PIN will need to be created when setting up to provide an extra layer of security.

Setting Up your Company Profile

This allows you to define and update specific basic organization information (such as company name, logo, address, organization wide settings, language and time zone), administrator contact information, announcements, custom URLs etc for your company.

To begin setting up your company profile,

1. Sign in to the [Google Admin console](#) as the administrator user using the administrator username and password.
2. From the Homepage, click **Account Settings**  . Alternatively, on the left side menu, click **Accounts > Account Settings**
3. Select any section you want to update or make changes by clicking  on the arrow to drop down the section.
4. Click **Save** if you've made any changes to any section.

Profile:

This is where you can configure company-wide settings. Explore the various profile settings and make the following changes:

- Name: (Optional) Change your organization name.
- Contact Info: Enter the correct primary and secondary administrator email addresses.
- Support Message: (Optional) Enter a message users will see if they can't sign in to their Google Workspace account. This message usually identifies who to contact or instructions if they forget their password.
- Verify language and time zone.
- Click **Save** if you've made any changes to any section.

Preferences:

This is where you choose how to release or roll out new product features & services and also set which communications you receive from Google. Click **Save** Changes if you've made any changes.

Smart Features & Personalization

This is where you determine how your users' information in Gmail, Chat, and Meet can be used and shared with other Google products.

Personalization

This is where you can upload your company logo and brand the Google Workspace services for your users.

Note: The recommended size for a logo image is 320 x 132 pixels and must not be bigger than 30KB

Custom URLs

This is where you can create an easy to remember web address for core Google Workspace services via adding a CNAME to your domain name.

Legal & Compliance

This is where you can review, update and accept all legal and compliance related matters for your Google Workspace account. I.e Terms of service, data protection officer, Sharing options etc etc.

Account Management

This is where you can grant your Google Reseller access to help manage your account or permanently delete all your organization's data in relation to Google services.

Organizational Units

To apply settings to a specific set of users and devices in Google Workspace, you can create an organizational unit. This can also be used to group your users into departments.

By default, all users and devices are placed in the top-level (parent) organizational unit. Child organizational units inherit the settings from the parent, but can be changed to fit the needs of the users or devices it was created for.

1. Login to your [Google Admin console](#).
2. On the Homepage, click on **Organizational units**. Alternatively, click on **Directory** > **Organizational Units**
3. Hover over the organization you want to modify and click Create new organizational unit  .
4. In the Name of the organizational unit field, enter the new group or department name.
Note: The forward slash character "/" isn't allowed in names of organizational units.
5. (Optional) To add a description of the organization, enter it in the Description field.
6. (Optional) To place the organization under a different parent organization:
 - Under the Parent organizational unit, click **Edit** .
 - Choose a parent organization.
 - Click **Done**.
7. Click **Create**.

You can also add an organization by clicking Add  at the top left of the Organizational units page.

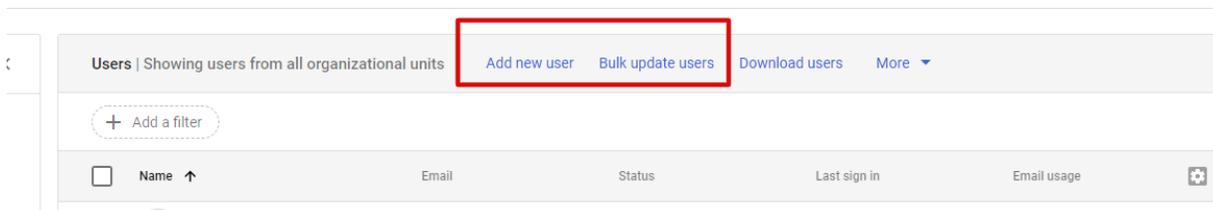
Users

To let people in your organization start using Google Workspace, you must add them to your account. You can do this from any computer or even your mobile device using the Google Admin console. You can also manage users' services, passwords, organizational units users belong to and all other aspects of your account.

No matter what size your organization, we recommend that you distribute the responsibility of managing your users and services among a select set of trusted users. Do this by granting administrator privileges to those users. When an administrator signs in to their Google Workspace account, they arrive at the Admin console just like you do. By contrast, users who aren't administrators don't see the Admin console when they sign in but go straight to their list of managed services.

Add Users Individually

1. Sign in to the [Google Admin console](#)
2. a. From the Admin console Homepage, click **Users** or from the sidebar, click **Directory** > **Users**
3. Click on **Add new user**.



4. Enter the new user's First Name, Last Name, and Primary email address.

Tip: Before assigning an email address, check if a user has an [existing account with a Google service](#) such as Gmail or Google Chat, AdSense, etc.

User Information

First name *	Last name *
Primary email *	@ XXXXXXXXXX .com
This will be the email the user signs in with	▼
Secondary email	Phone number
An email (like a personal email) where you can send the user initial sign-in instructions	

[Manage user's password, organizational unit, and profile photo](#) ▼

CANCEL
ADD NEW USER

5. If your account has multiple domains associated with it, select the domain you want to add the user to from the drop down.

The field to the right of the @ sign is a drop-down list with available domains. The domain you select will be the portion of the user's email address that appears after the @ sign.

6. (Optional) Enter the secondary email address and phone number
7. Click on Manage user's password, organizational unit and profile picture.
 1. Select the organizational unit to which you want to add the user. (You might need to click  to see organizational units.)
 2. You can add the user's picture by clicking on the camera icon.
 3. (Optional) Set the user's initial password.

The Admin console generates a temporary password for the new user, using a mixed pattern of symbols, upper and lower case letters, and numbers. The length of the password will be the greater of the required minimum (eight), or the minimum password length you've set for your domain.

To set a different initial password, untick Automatically generate a password and enter the password. Google requires the password to be at least eight characters. See [Password help](#) for tips on creating a strong password.

8. Click **Add New User** to Create a new user.
9. Click Email instructions or Print instructions to deliver the account information to the new user.

If you email the instructions, be sure to send the message to an email address that is currently accessible to the user, not to the new email address.

10. Click **Done**.
11. (Optional) Edit additional user settings.

To set other user settings, such as adding the new user to groups or omitting the user's information from your Google Workspace Directory, click the user's name in the list. [Click here](#) for instructions.

It can take up to 24 hours for new user accounts to appear in the searchable Directory. You can also hide a user from the Google Workspace directory by changing the sharing options.

Add Multiple Users at Once

1. Sign in to the Google Admin console <https://admin.google.com/>
2. From the Admin console dashboard, go to **Users**.
3. On the Users page, click **Bulk Update Users**.
4. Download the sample CSV (comma separated values) file. *Do not close the dialog box.*
5. Open the CSV file in a spreadsheet application, such as Google Sheets or Microsoft Excel.

The file has columns for the attributes that can appear in each user's profile. Profiles appear in the Admin console and the user's Contact Manager.

6. (Required) For each user you want to add, fill in the First Name, Last Name, Email Address, Password & Organizational unit path columns in the spreadsheet.
7. (Optional) Fill in the other columns only if you want. Otherwise, you can leave them blank.

Tip: To add multiple phone numbers or addresses for a user, add columns to the spreadsheet. Rename the header accordingly. For example, to add a second home address, create a new column with the header Home Address 2.

8. Save the CSV file as a CSV file type. Then upload it using the dialog box.

If you created an organizational structure or unit, be aware that the bulk upload feature adds all new users to the top-level organization. If any of the users belong in a sub-organization, you'll need to move the users after uploading them.

Assign Administrator Roles to a User

1. From the Admin console dashboard, go to **Users**.
2. Click a user's name to open their account page.
3. Scroll to the bottom and click **Admin roles and privileges**.

Tip: To see the privileges granted by the user's current roles, click on the panel to expand it.

4. Click Assign roles.
5. Choose a role from the Roles list.
6. (Optional) If the role includes user management permissions for organization units, select them from the No organizations selected list beneath each role. Click **Save**.
7. Click Manage roles to assign more roles to the user.

Alternatively, you can also manage all your admin users via **Accounts > Admin Roles**. You can make different users admin with limited access for different services for easy management.

Password Reset

Reset a User's Password

1. Sign in to the Google Admin console.
2. Click Users.
3. Hover your mouse on the user and choose **Reset password**.
4. (Optional) Toggle On/Off Auto-generate password.
5. (Optional) Toggle On/Off the option that requires the user to change the password when they next sign in.
6. Click **Reset** to save your changes.
7. Send the user their new password.

Reset an Administrator's Password

To reset the password of another administrator, you must have Super Admin privileges. If you have Super Admin privileges, follow the same steps as above for resetting a user's password.

If you can't sign in to the Admin console and need to reset your own administrator password,

- Go to admin.google.com.
- If you **don't know your username**, click Need help? then follow the instructions for accessing your account either at your recovery email address or phone number.
- If you **don't know your password**, enter your username, click Next, then click Need help? below the Sign-in button. Reset your password by entering the email address you use to sign in to Google. This can be your Gmail address, your Google Workspace email address, or another email address associated with your account.
- If you're having other **problems signing in**, enter the email address you use to sign in to Google. This can be your Gmail address, your Google Workspace email address, or another email address associated with your account. Then follow the instructions that appear on screen.

Email Aliases

Every user in a Google Workspace account has a primary address for signing in to their account and receiving mail. If a user wants another email address, you can create an email alias for them

Why use an alias?

If mary@wgh.com wants a sales address to receive sales requests, you can create the alias sales@wgh.com. Mail sent to either address then appears in Bode's Gmail inbox.

Note: You can add up to 30 email aliases for each user. Users continue to sign in to their Google Workspace account with their primary address, not an email alias.

Add email Aliases

1. Sign in to the Google Admin console.
2. Go to the user's account page.
3. On the user's account page, click **Account**.
4. In the Aliases section, click **Add an alias**.
5. In the Add an alias text box, enter the user name. (The part of the user's email address that appears before the @ sign.)
6. Note: As with any other email address, you can't reuse an alias that's already been assigned to someone else, either as a primary address or alias.
7. If multiple domains have been added to your account, the field to the right of the @ sign is a menu listing available domains. Select a domain for the alias address.
8. Click **Save Changes**.

Note: It takes a few minutes before the alias is available, and can take up to 24 hours.

Remove an Email Alias

1. Go to the Aliases section under the user's account from the admin's console.
2. Click **Remove** next to the alias you want to remove.

Send Email from an Alias

The user automatically receives messages sent to the email alias address. To send messages so the alias address appears in the message's "From" field, the user needs to set up a custom From address in Gmail.

Share these steps with the user:

1. Sign in to your Google Workspace email.
2. Click the  in the upper-right and select Settings along the top of any page, and select the Accounts tab.
3. Under Send mail as, click Add another email address you own
4. In the Email address field, enter your name and the email alias address.

5. Click Next Step.

Messages you send will appear to be from this alias email address. Only recipients who look at the original message header will see your primary email address.

Sending Email

To use one of your alternate sender addresses, click the **From** link when you compose a new message. If you're replying to or forwarding a message, click the field where your recipients are listed, then click From. After clicking From, you'll see a drop-down menu next to your address, where you can select the email address .

If you ever need to edit the name, configuration or reply-to address, go back to your settings. Click edit next to the address on your Accounts tab. To delete an address, just click delete.

Note: Messages you send to your own email alias aren't listed in your inbox, unless you set up the alias as a sending address.

Groups

As a Google Workspace administrator, you can create and manage groups or configure features and settings for teams or departments for your organization using the Groups control in the Admin console.

It also provides a convenient way for your users to easily communicate and collaborate across teams with groups of people they frequently contact via a mailing list, [collaborative inboxes](#), moderated discussions etc.

People can then use a single email address to internally or externally send mail to the entire group, or invite the group to a meeting, group chat or to share a document, site, video etc.

Groups can be created from either within your Admin console or externally via [Google Groups](#). Google Groups provides additional features for groups not available in the Admin Console. And based on policies you set in your Admin console, users can be allowed to create, manage, and work in groups in a variety of ways.

However, only groups created in your Admin console can be used as a feature configuration group as users can also create groups if permitted. Also, it can only be used for discussions or as a Collaborative Inbox at Google Groups if [Groups for Business settings](#) is turned on.

Create a group via Admin Console

1. Sign in to the Google Admin console.
2. From the Homepage, click **Groups**. Alternatively, click on **Directory > Groups**
3. Click on Create new group.
4. Enter the following details in the group information form:
 - A name for the group.
 - An email address for your new group. If your organization's Google Workspace account has multiple domains, select the appropriate domain from the drop-down list.
 - Optionally, add a description for your group. You can use this description to help users determine the purpose of the group. For example, you can include information about who should join, the types of message you should send to the group, links to

FAQs about the group, related groups, and so on.

- (Optional) Enter the email address of the owner(s) of the group. This can be added later.

The screenshot shows a form titled "Group details" with the following fields:

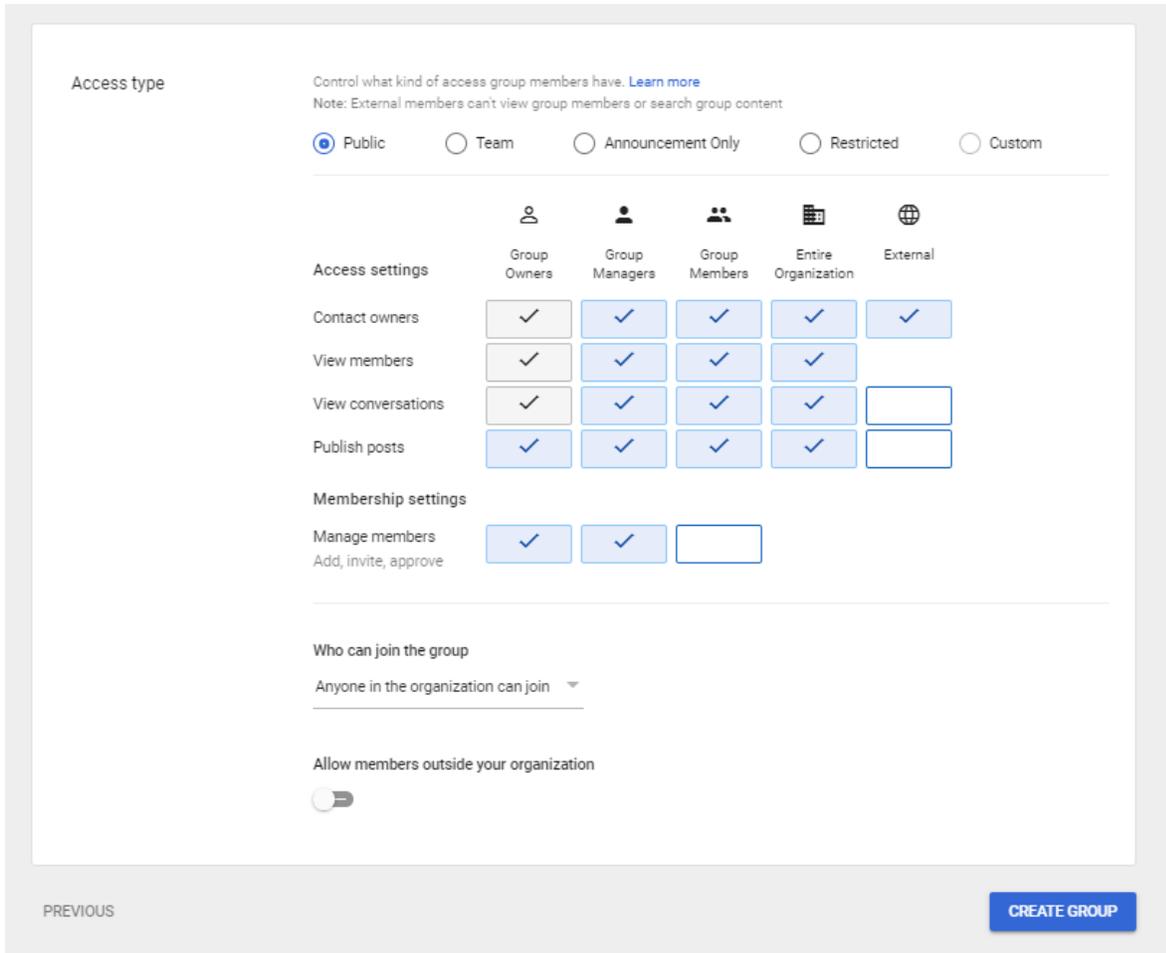
- Name ***: A text input field.
- Description**: A text input field.
- Group email ***: A text input field with a placeholder "@ gapps.whogohost.com".
- Group owner(s)**: A text input field with a placeholder "Search for a user's name or email".

At the bottom left of the form, there is a note: "* indicates a required field". At the bottom right of the form, there is a "NEXT" button.

- Choose a group access type—Public, Team, Announcement only, or Restricted.

Each access type includes predefined permissions for group owners, managers, and members, as well as whether the group is open to the entire organization or people outside the organization.

- Select who can be members of the group from the drop down
- Optionally, toggle the box that allows external members from outside the organization to join your new group.



5. Click on **Create Group**. You'll be taken to the group's page in the Admin console.

After you've created a group in the Admin console you can edit it to add or remove members, change a member's group role, change a group's name or description, and more.

Note: You can add up to 25 users to the group at a time. But there is no limit to the number of users that can join a group

Create a group via Google Groups or Apps Launcher

1. Sign in to [Google Groups](#) or click on the Apps Launcher grid  then Google Groups.
2. In the upper left corner, click **Create group**.
3. Enter information and choose settings for the group. Get [Settings reference](#) here.
4. Click **Create group**.

5. Wait a few minutes for your new group to become active before sending a message to it. Otherwise, you might get a notification that your message couldn't be delivered.
6. (Optional) Next steps: Choose [advanced settings for your group](#).

Adding users to a group

Only a group owner or an administrator can add a user to a group using any of the three(3) steps outlined below

1. [Invite someone via email](#)
2. [Add people to your group directly](#)
3. [Approve people who applied to join your group](#)

Organization-Wide Group

As a Google Workspace administrator, you can make all users in your organization members of the same group, to easily email everyone without having to enter each person's address. After you create the group, any new users you add to your organization's Google Workspace account are automatically added to the group.

Add an organization-wide group:

1. When you [create a new group](#), check **Add all users within *your-domain* to this group** in the Create new group dialog box.
2. Your new group is created and the name appears on the **Groups** page.
3. Click the name of your group to open the settings page and click **Manage users**.
4. The group's member list now includes a special new member called **All users within *your-domain***.
5. You can't edit the members within the **All users within *your-domain*** member. But just like any other group, you can edit the groups access settings or delete it.

Notes:

- Only Google Workspace administrators can create an organization-wide group.
- If multiple domains are associated with your organization's Google Workspace account, the group contains users in all your domains.
- Suspended users are included in an organization-wide group, but they don't receive messages sent to the group while they're suspended. When the account is no longer suspended, the user will resume receiving group messages.
- Users won't see the organization-wide group in the **Groups** section of their account page.
- To prevent spam being sent to everyone in your domain, only allow group owners and managers to send messages to a group that has the **All users within your-domain** member.



Apps

This is where the administrator manages access to Google Workspace services, third-party apps and their settings. Initially, most services are turned on for all your users. But you can use your Admin console to turn off services you don't want people to use, or to tailor how services work. Make the same settings for everyone, or apply policies to different users or groups.

You can also do domain verification from here during initial setup of your Google Workspace account.

Device Management

Use your Admin console to manage users' mobile devices. Enforce security policies across your mobile fleet, remotely wipe lost or stolen devices, manage security and settings in your organization for network, devices, chrome apps etc.

Network

As a Google Workspace for Work administrator, you can set up WiFi, VPN, and Ethernet networks for managed devices

Chrome Management

As a Google Workspace for Work administrator, you can control the Chrome Apps and extensions that users can access. You can also configure Chrome Apps and deploy them as kiosks.

Manage Mobile Devices

As a Google Workspace for Work administrator, you can set up fully integrated mobile device management with continuous monitoring. Just choose some settings and install some management apps.

Reports

The Admin console reports are used by administrators to track and monitor usage of service, analyze your team's use of collaboration, and identify unwanted security patterns across your organization by viewing usage graphs and reports.

It shows historical data generated for the last seven days, the last month, the last three months, or the last six months. The date in the upper right indicates the most recent day for which report data is available. The pulldown arrow next to the date opens a calendar page you can use to select another day to use. The latest date for which all data points are present has a green background. You can select another date beyond the full data date but any later date you choose may have partial data and may only show a subset of the expected reports.

Security

Google Workspace for Work includes many critical security features designed to keep the data you place on our systems safe and secure.

To help keep your organization's data safe and secure, we recommend that you follow the security best practices by taking the following steps to reinforce and monitor the security of your Google for Work account:

- **Set up 2-step verification**

Reinforce password security by requiring that users enter an additional code from their phones when signing in to their Google for Work account. This can greatly reduce the risk of unauthorized access if a user's password is compromised.

- **Reduce risk of email spoofing**

Spammers can forge, or "spoof," your domain's From address to make their spam look like it came from someone in your domain. To help prevent this type of abuse, we recommend three anti-spoofing measures that can authenticate mail sent from your domain.

- **View security settings and revoke access**

Manage users' security settings to enforce 2-step verification and password strength, and to revoke any application-specific passwords that have been granted access to the user's account.

- **View user behavior reports**

Use your Google Admin console to monitor the use of 2-step verification and other security measures in your organization.

Domains

If your organization owns multiple domain names where you do business or you acquired a new company or started doing business under a new name or you manage multiple brands, each with their own domain name, you can add them all to your Google Workspace account at no extra cost. Users can then have an identity at one or more of your domains. They can share Google services as part of one organization. And you can manage all your users and domains from the same Google Admin console. You must own the domain name and verify domain ownership for separate domains.

Depending on your needs, you add a domain as a domain alias or a secondary domain.

When you add a domain as a domain alias to your Google Workspace account, everyone in your domain gets another address at the new domain. i.e. Mary set up Google Workspace with [wgh.com](#) and her address is [mary@wgh.com](#) When she adds her other domain, [wgh.com.ng](#), as a domain alias, she automatically gets the email address, [mary@wgh.com.ng](#). Messages sent to either of her addresses arrive in her [mary@wgh.com](#) inbox. She can also send messages from either address.

Please review the table carefully before you begin to help you understand how this works and determine what you want to achieve.

Domain Aliases	Secondary Domain
Give users an email address at the other domain	Manage separate teams of users or businesses at different domains
Each user gets an email address at both your primary domain and domain alias	Each of your domains has a different set of users that can be managed in the Admin console for your primary domain
A user can send and receive email from either address in user's primary mailbox	A user gets a Google Workspace account, email address, and mailbox for their domain
Each mailing group also gets an email address at the domain alias	Each mailing group also gets an email address at the secondary domain.

No extra cost per user or group	Pay for each user account that you add to your secondary domain
Add up to 20 domain aliases to a Google Workspace account.	Add up to 599 secondary domains to your account
titi@main-company.com (primary domain) titi@other-company.com (alias domain)	titi@main-company.com (primary domain) joel@other-company.com (secondary domain)
Domain aliases cannot be converted to be the primary domain.	Secondary domain can be switched to be the primary domain for your Google Workspace account.
People can share files with either the user's primary email address or alias address.	People can share files with only each user's secondary email address.
Users can only sign in to their Google Workspace account with the primary domain email address.	Users can only sign in to their Google Workspace account with the secondary domain email address.
Users can create documents and files only with their primary domain email address	Users can create documents and files only with their primary domain email address
Google Calendar invites and sharing invites are sent only from `the users primary email address	Google Calendar invites and sharing invites are sent only from `the users secondary email address
The organization name & logo of your primary domain is tied to your Google Workspace account	The organization name & logo of your primary domain on the Google Workspace account will be visible to all users of the secondary domain.
Domain aliases cannot be converted or migrated into multi-domain accounts.	Secondary domains can be converted or migrated into multi-domain accounts.

Global URL will be at primary domain	Each secondary domain has its own custom URL different from the primary domain. No global URL. i.e. http://mail.primary_domain.com and http://mail.secondary_domain.com
Redirection of naked URL will be at the primary domain and not the alias.	Secondary domains can't be redirected to a "naked" URL.

Add multiple domain names or a domain alias

1. From the Admin console dashboard, go to Domains.
2. To see Domains, you might have to click More controls at the bottom.
3. Click Add/remove domains > Add a domain or a domain alias.

Manage domains [Add a domain](#) [Add a domain alias](#)

4. Choose how to add the domain:
 - Add a domain alias of primary-domain-name: This gives everyone in your primary domain an email address at the alias domain.
 - Add another domain: This adds a separate, secondary domain that can have its own users and groups.
5. Enter the name of the domain you want to add.

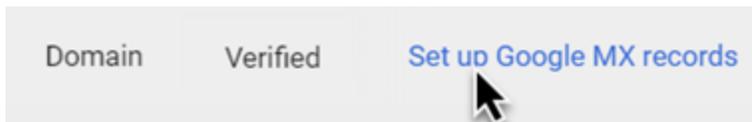
You must own the domain name, and it can't be registered with any other Google account.

6. Click Continue and [verify domain ownership](#).

If the domain name is already registered with another Google account, an error message appears. To add the domain to this account you must remove it from the other account.

7. Click Verify and continue to setup email delivery.

8. Update the [domain's MX records](#) to route mail to Google's mail servers.



9. Do this only if you want users to receive mail for this domain in their Gmail inboxes.
10. Click I have completed these steps.

When your ownership is verified, the status becomes "Active."

It might take from 48 to 72 hours for your domain to be verified and email set up, depending on propagation

The total transition time depends on the number of users and the load of the system. For domains with a large number of users, it can take more than 24 hours after verification for all users to receive their alias email addresses.

By default, Google uses the name & logo of your primary domain as the organization name in your Admin console and on users' services pages. When you add other domains, you might want to change your organization name & logo to a more inclusive one.

If you manage a large organization: Your users might have a personal Google Account that already uses the domain. When you add the domain alias, those users' accounts are automatically renamed. All data in the accounts remains outside of your organization's management. To find users with Google Accounts, first add the domain as a secondary domain. The list of accounts is generated within 24 hours. [Learn more about conflicting accounts.](#)

Use your domain alias

Once your domain alias is active, users can start using it immediately.

Tip: Share the instructions with your users.

Receive messages at domain alias

Messages sent to your alias address automatically arrive in your inbox. To test, send a message from another account (not your Google Workspace account) to your new alias.

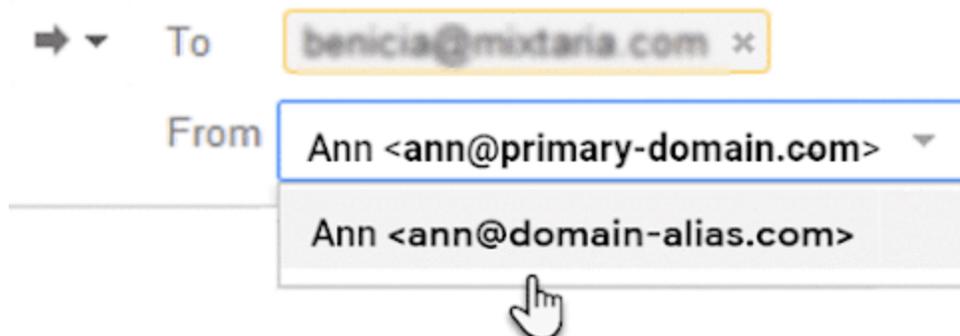
If you don't receive the test message within 48-72 hours, contact your domain host. They can check whether your domain verification and MX records are set up correctly.

Send messages from your alias address

To send a message using an email address of the domain alias, users will first need to add the alias email address individually to their Gmail account.

1. On your computer, open Gmail.
2. In the top right, click **Settings** ⚙️ > Settings.
3. Click the **Accounts and Import** or Accounts tab.
4. In the "**Send mail as**" section, click **Add another email address**.
5. Enter your name and your alias address.
6. Check the **Treat as an alias box**.
7. Click **Next Step** and follow the confirmation steps.

When you compose a message in Gmail, click the dropdown for **From** to select an alias email address.



Use your secondary domain

Once your secondary domain is active:

1. In the Admin console, Go to Users
2. Click add new user to Add new user accounts to your secondary domain.

3. At the right of the @ sign, click the Down arrow and select the user's domain.

We recommend reviewing [Limitations with multiple domains](#) for help with managing users accounts.

User Information

First name *	Last name *
Primary email *	@  .com
This will be the email the user signs in with	
Secondary email	Phone number
An email (like a personal email) where you can send the user initial sign-in instructions	

[Manage user's password, organizational unit, and profile photo](#) v

CANCEL

ADD NEW USER

Migrate Email to Google Workspace

You can use the data migration service to easily import data into your new Google Workspace account using the Google Admin console. All migrated data is copied, not moved or deleted, so you can still access the data in your source account after a migration. Depending on your source account, you can use the data migration service to migrate email, calendar, and contact data from Gmail, Google Workspace, Microsoft Exchange servers, Exchange Online, Webmail and other IMAP services.

1. Add the users you want to migrate data for from other email providers.
The data migration service only migrates data to accounts of existing users. It doesn't create user accounts from the data it migrates.
2. Click on **Data Migration** on the home menu or via Account > Data Migration
3. Click on **Set Data Migration Up** button

Home > Data Migration

Data Migration

The Data Migration Service helps you easily import your data to your Google Workspace account. You can migrate data from Gmail, Google Workspace, Microsoft Exchange servers, Exchange Online, and other IMAP services. [Learn More](#)

For more migration options and information, visit our [migration product matrix](#).

[SET DATA MIGRATION UP](#)

4. Now, configure the connection settings of the source where you are migrating data from.
 - a. For **migration source**, select the source provider i.e.
 - Gmail (from a personal gmail account)
 - Google Workspace (from another existing Google Workspace account)
 - Other IMAP server (from other providers that use IMAP secure protocol i.e cPanel Webmail)
 - Microsoft Office 365 (from Microsoft 365 or Exchange Online)
 - Any of Microsoft Exchange Server 2007, 2010, 2013, and 2016. (from Exchange 2007 or later)
 - Select I don't know if you are not sure.
 -
 - b. Select the type of items to migrate from your source server. For all sources aside Google Workspace, you will be required to enter the **Data Type**
 - c. Select the **protocol** to use to talk to your source server. It is recommended that you choose 'Auto Select (Recommended)'.
IMAP and in the Server URI field, enter your IMAP server name (for example, imap.example.com).

- d. Enter the **email address and password** of a role account. This is an account on your source server. The account is used to verify that your source server may be connected to and migration reports may be sent to the account.
5. Click **Start**.
6. Once a connection has been made via the role account to your previous provider.

Note: In a single migration, you can migrate emails, contacts, or calendars with the data migration service, but you can't migrate 2 or more of these at the same time. Migrate them separately.

7. (Optional) If the connection was unsuccessful, verify the role account and connection protocol information is correct. Then, click Start again.
8. Under Migration Start Date, choose your preferred start date for your migration.
9. Under Migration Options, accept the options that appear or choose to exclude some data.
10. Click Select Users.

You have now completed the setup and can now begin the migration

To migrate email for a single user

1. Click Add user.
2. In the Source Email field, enter the user's legacy email address.
3. In the Google Workspace Email field, start entering the user's new Google Workspace email address and choose from the list of suggested users.
4. In the Password field, enter the user's password for their legacy email account.
5. Click **Start**.

To migrate another user's email, repeat these steps.

To migrate email for multiple users

1. Click Bulk upload with csv.
2. Click Attach File to upload the migration CSV file containing the legacy email addresses and the new Google Workspace email addresses.

3. For details on how to format the file, go to Use CSV files with the data migration service.
4. Click Upload and **Start Migration**.

If there are errors in your file, choose an option:

- To update the file, click Cancel. Then, upload the updated file.
- To ignore the incorrect mappings, check the Ignore errors box.

Tip: To exit a completed migration, click More and then **Exit migration**.

Access Google Workspace via other Mail Clients

Users in your organization can also access their email accounts from programs using any of the methods below;

- Gmail Account
- IMAP for Microsoft Outlook, Apple Mail or Thunderbird to access your Google Workspace mail
- Google Workspace Migration for Microsoft Outlook (GWMMO) to access your Google Workspace contacts, mail, and calendars

Note: You will need to determine which method is suitable for your organization.

Add Google Workspace Email via Gmail account

Users you add to your Google Workspace account get an email address at the domain you provided when you created your account. They can use this address with your Google Workspace Gmail service. If they're currently using this address with your old mail program, however, *you* decide when to make the switch. Mail won't start flowing to their Gmail account (and *stop* flowing to their old program) until you change your domain's MX records to point to Google servers. See [Get started with Gmail](#).

IMAP

IMAP is free for all Gmail and Google Workspace users.

Step 1: Enable IMAP

Users can retrieve their email messages with a client or device that supports IMAP, like Microsoft Outlook , Apple Mail or Thunderbird.

1. Sign in to Gmail.
2. Click the gear in the top right  .
3. Select Settings.
4. Click Forwarding and POP/IMAP.
5. Select Enable IMAP.
6. Click Save Changes.

Note: This setting is not available while using the basic HTML view of Gmail. To enable IMAP, use the standard view instead.

Step 2: Set up your User

Use the table below to update your user with the correct information.

Incoming Mail (IMAP) Server:	imap.gmail.com Requires SSL: Yes Port: 993
Outgoing Mail (SMTP) Server:	smtp.gmail.com Use Authentication: Yes Port for SSL:: 465 or 587 Use same settings as incoming mail server
Full Name or Display Name:	[your name]
Account Name or User Name:	your full email address (including @gmail.com or @your_domain.com)
Email Address:	your full email address (including @gmail.com or @your_domain.com)

Password:	your Email password
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Google Workspace Migration for Microsoft Outlook (GWMMO)

For organizations that have switched to Google Workspace but will like to keep using Microsoft Outlook, you can do so using Google Workspace Migration for Microsoft Outlook (GWMMO). This Outlook plugin lets you use Outlook to manage your Google Workspace mail, calendar, and contacts—along with your Outlook notes, tasks, and journal entries.

Syncing

GWMMO seamlessly syncs mail, calendar events, contacts, notes, and tasks between your Google profile in Outlook and your Google Workspace account in the cloud. As a result, you can access this same information at any time, from any device where you use Google Workspace.

Importing

GWMMO also lets users import data from Outlook to Google Workspace—either when initially setting up their user profile in Outlook, or any time afterwards. When importing, people have the option to import directly from an Exchange account or from a PST file. Keep in mind that executables and attachments over 25 MB are not imported to Gmail, as per Google Workspace restrictions.

Google Workspace requirements and settings

There are several requirements and settings you need to complete to start using GWMMO.

Edition requirements

- Google Workspace for Work, Education, or Government

Admin console settings

Enable the following features in your Admin console:

1. Sign in to the Google Admin console.
2. Turn on Google Workspace Migration for your account:

- From the dashboard, click Apps, then click Google Workspace > Gmail > User settings.
 - In the Google Workspace Sync section, check Enable Google Workspace Migration for Microsoft Outlook for my users.
 - Click Save.
3. Turn on the Google Calendar service (so users can create profiles).
 4. To use Global Address List (GAL) Generator:
 - From the dashboard, go to Security > API reference. ^{Where is it?}
 - Check Enable API Access.
 - Click Save.
 5. Turn on contact sharing (so users' Global Address Lists are dynamically updated):
 - Click Apps > Google Workspace > Contacts > Sharing settings.
 - Select Enable contact sharing.
 - Click Save.
 6. Turn on the Drive service and Drive apps (required for notes sync to Drive):
 - To turn on Drive, see Turn Drive on or off for users.
 - To allow users to install Drive apps, click Apps > Google Workspace > Drive > Data Access.
 - In the Drive SDK section, check Allow users to install Google Drive apps.

OS and Microsoft Outlook requirements

Please consult Microsoft's website for the latest versions of Windows and Microsoft Outlook configuration and support information for GWMMO.

Operating system requirements

- Windows 10 (32 and 64 bit)
- Windows 8 (32 and 64 bit)
- Windows 7 (32 and 64 bit)
- Windows Vista SP1 (64 bit)
- Windows Vista SP1 (32 bit)
- Windows XP SP3 (32 bit)

Note: GWMMO is not supported for Mac. Microsoft Outlook for Mac does not support the Messaging Application Programming Interface (MAPI), which is required for Google Workspace Sync to

communicate with Outlook. This Outlook limitation makes a Mac-compatible version of Google Workspace Sync infeasible.

Microsoft Outlook requirements

- Microsoft Outlook 2016 (32 and 64 bit)
- Microsoft Outlook 2013 (32 and 64 bit)
- Microsoft Outlook 2010 (32 and 64 bit) * and this free/busy hotfix
- Microsoft Outlook 2007 with Office SP2
- Microsoft Outlook 2007 with Office SP1 and this hotfix
- Microsoft Outlook 2003 with Office SP3

Permissions requirements for users

Users need to have local admin permissions for their computers in order to perform the installation.

Port requirements

Open port 443 for the following applications on the computer on which you install GASMO:

- Outlook.exe
- ProfileEditor.exe

Install Google Workspace Sync

Google Workspace Sync must be installed on each person's computer, who wants to use the plug-in.

You have two options for installation:

- Push an .msi file to your users by downloading it and let them use the *Run Advertised Programs* option in the Windows Control Panel. Be sure to download the correct one, based on your users' version of Outlook. For information on implementing the .msi file, consult your Windows documentation.
- Download 32-bit enterprise_gsync.msi (Outlook 2003, 2007, 2010, 2013, 2016 32-bit editions)
- Download 64-bit enterprise_gsync.msi (Outlook 2010, 2013, 2016 64-bit editions)
- Let users download Google Workspace Sync themselves from the Google Workspace Sync download page. They can then follow these instructions to install the plug-in.

Importing: To migrate users' old Outlook data to Google Workspace, users also need a separate tool, Google Workspace *Migration* for Microsoft Outlook. Users who download Google Workspace Sync version 2.1 or later from the download page get this migration tool automatically. If you push Google Workspace Sync to users via an .msi file, however, you'll need to push Google Workspace Migration to them as well, or have them install the migration tool themselves.

Note: When you install GWMMO, you also have the option to migrate users' mail, calendar, contacts, and other data from their old Outlook profile. However, if *all* you want to do is migrate data (that is, you don't plan to keep working in Outlook afterwards), use Google Workspace Migration for Microsoft Outlook instead.

Google Workspace Storage

By default, each user with a Google Workspace account has a minimum amount of storage based on the SKU/plan subscribed. This is listed below

- Business Starter: 30 GB
- Business Standard: 2TB
- Business Standard Plus: 5TB
- Enterprise Standard and Standard Plus: Unlimited Storage (or 1 TB per user with 4 or fewer users)

Your storage is shared across;

- **Google Drive**

This stores files up to 5TB each. Anything you create with Docs, Sheets, or Slides won't consume any of your storage.

- **Gmail**

The attachments (25MB maximum) sent and received in Gmail as well as your email messages will consume your storage.

- **Google Photos**

Depending on your Google Photos settings, "High Quality" uploads are stored for free but "Original Quality" uploads will consume your Drive storage. To clear space in your Google Drive, try converting your backed up photos and videos to "High quality", which is a reduced size.

High quality has Unlimited free storage, Recommended for phones or point-and-shoot regular cameras that are 16 megapixels (MP) or less, is good for typical printing and sharing and saves high-quality photos and videos while reducing size.

Original quality has Limited free storage resulting in it using storage in your Google Account, regardless of photo or video size, recommended if you take photos with a DSLR camera and want to

maintain the exact original quality, recommended for printing large banners or to store original files and saves your photos and videos exactly as you captured them.

Options for adding storage

If users need additional storage space, there are several options to increase their quota:

1. For unlimited storage for all users in the organization (or 1 TB per user with 4 or fewer users), you can upgrade to Google Workspace Enterprise.
2. For additional storage space to specific users only in the organization, you can purchase Google Drive storage licenses and assign the licenses to them of up to 16TB.

If you will like to purchase additional storage space for specific users, contact enterprise@whogohost.com

Support

If you have any inquiries or questions regarding Google Workspace, do send a mail at support@whogohost.com or enterprise@whogohost.com with details of your inquiries and we will get right back to you.

Additional Resources

1. [Customize Gmail features for users](#)
2. [Gmail security precautions to prevent spoofing, phishing, and spam](#)
3. [Use IMAP or POP mail programs](#)
4. [Gmail Limits & policies](#)
5. [Catch-all address setup](#)